

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

NAME OF DOCUMENT	Agency, Sole Traders / Independent Contractor Arrangement Staff Recruitment
TYPE OF DOCUMENT	Procedure
DOCUMENT NUMBER	SESLHDPR/441
DATE OF PUBLICATION	June 2024
RISK RATING	Low
LEVEL OF EVIDENCE	National Safety and Quality Health Service Standards: Standard 1 - Governance for Safety and Quality in Health Service Organisations
REVIEW DATE	June 2029
FORMER REFERENCE(S)	SESLHDPR/441 – Agency Staff Recruitment
EXECUTIVE SPONSOR	Director, People and Culture
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FUNCTIONAL GROUP(S)	Workforce Operations
KEY TERMS	Agency Staff, Sole Traders, Independent Contractor Arrangements, Contingent Worker, Employment Screening, StaffLink
SUMMARY	This procedure provides managers and employees with an outline of procedures and processes involved in the recruitment of agency staff and sole traders/independent contractor arrangements for non-clinical positions (nursing, medical & allied).

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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1. POLICY STATEMENT

The purpose of this document is to outline the procedures and processes involved in the recruitment of agency staff, sole traders/independent contractor arrangements for non-nursing and non-medical staff within SESLHD and in line with [NSW Ministry of Health Policy - PD2023_024 Recruitment and Selection of Staff to the NSW Health Service, Public Service Commission Contingent Workforce Management Guidelines](#) and the mandated [SCM0007 Contingent Worker Scheme](#).

2. BACKGROUND

The NSW Government has created a strategy designed to allow Agencies (such as NSW Health) to manage their contingent workers more effectively.

This strategy is focused on the implementation of four key pillars. The four pillars are:

- Pre-Qualification Scheme for contingent recruitment suppliers
- Vendor Management System (VMS)
- Panel of Managed Service Providers (MSPs)
- Contract Management Organisation (CNO) to engage and payroll talent community.

To ensure adherence to the Contingent Workforce prequalification scheme and associated reporting, and the reporting requirements detailed by the Public Service Commission (PSC), it was decided that a consistent approach for the deployment, operation, and measurement of outputs of the contingent strategy is necessary across the entire NSW Government.

To align with this approach, NSW Government Procurement and the PSC have established a Master Blueprint for the deployment of Contractor Central in government agencies. It should be noted that the term 'Contractor Central' refers to the MSP and VMS programs in both implementation/deployment and operational terms.

The recruitment of agency staff, sole traders/independent contractor arrangements procedure is designed to assist managers in the recruitment of agency staff and sole traders/independent contractor arrangements in line with the appropriate NSW Health policies and procedures.

[NSW Ministry of Health Policy - PD2023_024 Recruitment and Selection of Staff to the NSW Health Service](#) Appendix 3 Using executive search/recruitment consultants' states *"must make every effort to fill positions through the usual avenues, prior to engaging a recruitment company and follow any relevant NSW Health policies including the mandatory requirements of this policy directive"*

[NSW Ministry of Health Policy - PD2019_003 Working with Children Checks and Other Police Checks](#) Section 12.5 Agency Staff – non healthcare notes that *"Long term agency staff in non-clinical/non healthcare roles identified as non-child related or exempt from the Working with Children Check (WWCC) should have a National Police Check (NPC)"*

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before starting work in NSW Health. For short term nonclinical agency staff, the NSW Health Agency may determine whether an NPC is necessary based on a risk assessment of the position”.

Agency staff should not be employed unless all other strategies to fill vacancies through usual recruitment avenues have been attempted.

Agency staff, sole traders/independent contractor arrangements must be set up in StaffLink as a Contingent Worker. Maintaining Contingent Worker information in StaffLink will accommodate global reporting; provide access to Manager Self Service (MSS) and/or Employee Self Service (ESS), access to My Health Learning or access to NSW Health systems (SWIS) where required; and record appropriate service and work-related employment screening checks which can be qualified against the position requirement and person record.

This procedure **does not apply** to positions covered under the following Awards/Classifications:

- Public Health System Nurses' and Midwives' (State) Award
- Public Hospital Medical Officers Award
- Public Hospital Career Medical Officers (State) Award
- Staff Specialists (State) Award
- Health Professionals (State) Award
- Wardspersons/Surgical Dressers.

DEFINITIONS

Agency Staff – Workers engaged through, or by, an employment agency and supplied to SESLHD as the hiring employer on a temporary basis. The employment agency must be a registered supplier on the 0007 scheme.

Sole Traders/Independent Contractor Arrangements – are independent contractors who have an agreement with a recruitment agency/payroll provider (approved under Scheme 0007) and submit timesheets for payment via the FieldGlass system.

Contingent Worker - A Contingent Worker of NSW Health/ SESLHD is not paid through the NSW Health payroll but maintained in StaffLink.

Contingent Workers may include:

- Students, Volunteers, Contractors, Chaplains, Agency Staff, Sole Traders/Independent Contractor Arrangements
- Health Executive Service (HES)
- Honorary Medical Officers (HMOs), Clinical Observers
- Visiting Medical Officers (VMOs), Visiting Dental Officers (VDOs)
- Defence Force staff

Contingent Worker Scheme (SCM0007) – A panel of contingent labour suppliers established through a prequalification scheme. This scheme covers contingent labour which is defined as a person who works for a buyer (for example a government agency)

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but is paid by a supplier (a recruitment agency). The contingent worker is not on the government's payroll.

Managed Service Provider (MSP) – Panel of providers responsible for delivering efficiencies by implementing agreed cost saving strategies and process improvements. MSP's source and manage contingent workers from suppliers on the 0007 scheme. MSPs work with suppliers in a vendor-neutral arrangement. Comensura is the MSP currently used to engage contingent workers (non-clinical) across NSW Health through the VMS (FieldGlass) platform.

Contractor Central – Is NSW government's centralised contract management model for procure to pay processes for contingent workers and services procurement/statement of works. It includes a managed service provider and a vendor management system (VMS).

Vendor Management System (VMS) – Whole of government SaaS platform to support the management of the contingent workforce and in scope statement of work engagements

Job Posting – an electronic document created in the FieldGlass application by a buyer organisation (SESLHD) that requests contingent labour

Work Order – an electronic document created in FieldGlass application that outlines the terms, dates, rates, and individual selected for a contingent work assignment

Total Resource Solutions (TRS) – is an independent recruitment company who specialise in providing contract staff to the NSW Government and is one of the two approved companies that can be engaged by sole traders/independent contractor arrangements.

Talent – is the second independent recruitment company that can be engaged by sole traders/independent contractor arrangements.

This procedure does not deal with all Contingent Workers.

3. RESPONSIBILITIES

3.1 Agency staff, Sole Traders / Independent Contractor Arrangements will:

- Provide appropriate documentation (as per Section 5.5 of this procedure) prior to commencement
- Not commence in a position until a StaffLink number has been assigned
- Engage in line with their Agency or for sole traders/independent contractor arrangements one of the two payroll providers (Total Resource Solutions or Talent)
- Register in FieldGlass and submit timesheets
- Follow all NSW Health/ SESLHD procedures/ policies/ guidelines.

3.2 Line Managers will:

- Ensure every effort has been made to fill positions through the usual avenues, prior to engaging agency staff, sole traders/independent contractor arrangements. This includes the Workforce Mobility Strategy for relevant positions

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- Seek appropriate approval to recruit agency staff, sole traders/independent contractor arrangements
- Ensure agency staff, sole traders/independent contractor arrangements member is being placed in an established position in StaffLink (if a new position, then appropriate grading process needs to be followed first– contact Human Resources Business Partners for assistance)
- Ensure that all documentation (as per Section 5.6 of this procedure) is completed prior to commencement of the agency staff, sole traders/independent contractor arrangements
- Process payments for agency staff via Contractor Central (weekly/fortnightly).

3.3 General Managers/ Service Directors will:

- Consider the request for utilisation of agency staff and approve requests under their delegation
- Ensure the recruiting manager has made every effort to fill positions through the usual avenues, prior to engaging agency staff
- Ensure the recruiting manager is engaging agency staff, sole traders/independent contractor arrangements via Contractor Central

3.4 Contractor Central/Fieldglass staff will:

- Collect the relevant employment screening check information for the position including National Police Check, Working with Children Check, Aged Care Check and vaccination information
- Complete the Contingent Worker onboarding template
- Provide training and system support in Contractor Central/FieldGlass to SESLHD users
- Set up new users, locations, and business units in Contractor Central
- Ensure extensions for workers are approved by relevant Director/General Manager
- Liaise with SESLHD Workforce Transactions/Position Maintenance team where necessary

3.5 Workforce Transactions/Position Maintenance staff will:

- Ensure the recruiting manager has made every effort to fill positions through the usual avenues, prior to engaging agency staff
- Ensure appropriate approvals have been sought before setting up agency staff, sole traders/independent contractor arrangements
- Ensure position is established in StaffLink
- Ensure Contractor Central/FieldGlass has completed the mandatory fields on the Contingent Worker onboarding template including contract end date
- Ensure staff health compliance via confirmation from Staff Health
- Liaise with HealthShare to create Contingent Worker in StaffLink
- Provide recruiting manager & Staff Health with StaffLink assignment number once set up in StaffLink
- Provide Contractor Central/FieldGlass with the StaffLink assignment number so work order can be updated

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- Advise recruiting manager if employment risk assessment precludes the agency staff from employment.

3.6 People & Culture will:

- Have overall responsibility for ensuring that the recruitment of agency staff, sole traders/independent contractor arrangements is in accordance with this procedure and [NSW Ministry of Health Policy - PD2023_024 Recruitment and Selection of Staff to the NSW Health Service, Public Service Commission Contingent Workforce Management Guidelines](#) and the mandated [SCM0007 Contingent Worker Scheme](#).
- If required, conduct an employment risk assessment when a National Police Check reveals a criminal history
- Advise Workforce Transactions/Position Maintenance staff if employment screening clearance is declined following risk assessment.

3.7 Chief Executive will:

Ensure local procedures are developed and implemented to ensure that the recruitment of agency staff is in accordance with this procedure and [NSW Ministry of Health Policy - PD2023_024 Recruitment and Selection of Staff to the NSW Health Service, Public Service Commission Contingent Workforce Management Guidelines](#) and the mandated [SCM0007 Contingent Worker Scheme](#).

4. APPROVALS

The appointment of agency staff, sole traders/independent contractor arrangements is a last resort following the inability to recruit via normal methods.

In line with the Public Service Commission (PSC) Contingent Workforce Management Guidelines Agencies (such as NSW Health) should avoid inappropriate use of contingent labour, such as engagement:

- on a long-term basis (as a guide, more than six months) or
- continually re- engaged without a re-evaluation of market conditions or
- to avoid undertaking a recruitment action or
- to avoid increases in the agency establishment head count or
- due to a lack of workforce planning or recruitment action or
- due to reluctance to put a current contingent labour worker through an open merit-based recruitment process or
- to avoid engaging consultancy services.

As such, the approval of such appointments must be discussed and considered in detail with appropriate authority before creating a job posting in Contractor Central/FieldGlass.

Approvals should only be made for short-term time limited periods. Where a facility/ service may require long term approval this may be granted by the relevant General Manager/ Director for a maximum 6-month period before seeking further approval for extension.

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For extensions of agency staff, sole traders/independent contract arrangement contracts, approval must be sought by the relevant General Manager/ Director via Contractor Central/FieldGlass whilst ensuring the reason for extension does not breach the above PSC guidelines.

5. PROCEDURE

5.1 Setting up Agency Staff, Sole Traders/Independent Contractor Arrangements as a Contingent Worker

Prior to engaging agency staff, sole traders/independent contractor arrangements, the recruiting manager is to seek approval after ensuring every effort has been made to fill position/s through the usual avenues (as per Section 4 of this procedure).

Complete the 'How to Record Contingent Workers in StaffLink' form and forward to SESLHD-ContingentWorkers@health.nsw.gov.au who will review and process/discuss further where required with requesting manager.

Note: if agency staff, sole traders/independent contractor arrangements are being recruited to a position that is not established in StaffLink, the recruiting manager will be required to complete the '[Create a Position in StaffLink](#)' form, seek grading approval from Human Resources Business Partners and send the form and evidence of grading approval to SESLHD-PositionMaintenance@health.nsw.gov.au to create the position.

When the Workforce Transactions/Position Maintenance team have advised the requesting manager they can proceed, the manager then creates a job posting in Contractor Central. If requesting manager does not have access to Contractor Central this will be provided with appropriate documentation and relevant training will be provided. Contact point for Contractor Central is NSWHealth@Comensura.com.au.

Contractor Central will review the job posting, SESLHD approver will approve the job posting and then agencies will submit candidates for consideration to the requesting manager. Contractor Central will then shortlist the candidates and submit to the requesting manager for interviews. Once requesting manager has advised Contractor Central of the successful applicant pre-employment checks will be initiated.

Contractor Central will process the National Police Check/Aged Care Check. Once the check has cleared they will provide this information on the Contingent Worker template to the Workforce Transactions/Position Maintenance team to process. Agency staff, sole traders/independent contractor arrangements will need to obtain their own Working with Children Check (if applicable to the role) and provide to Contractor Central.

Contractor Central will get agency suppliers to request relevant vaccination records directly to SESLHD-StaffHealth-Recruitment@health.nsw.gov.au. Staff Health will

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confirm contingent worker is cleared to commence to both Contractor Central and SESLHD-ContingentWorkers@health.nsw.gov.au.

When checks cleared requesting manager to confirm start date so work order can be created. When work order approved it will be activated and onboarding will commence.

To onboard the contingent worker Contractor Central/Fieldglass will ensure the contingent worker onboarding spreadsheet is completed and forward to SESLHD-ContingentWorkers@health.nsw.gov.au who will liaise with HealthShare to create the StaffLink assignment number. Once the number is created SESLHD Contingent Worker will send to Contractor Central who will update the work order and to the requesting manager and Staff Health.

Once this has been completed the contingent worker will receive an email requesting they register in FieldGlass so they can submit timesheets. See 5.2 for more information on timesheets.

Sole Traders/Independent Contractor Arrangements (ICA)

For sole traders, independent contractor arrangements they will need to consider the below when deciding on which payroll provider to engage with (Total Resource Solutions or Talent). For more information on these providers click [here](#).

Engagement/Fee Structure under Scheme 0007 – ICA workers transitioning to payroll providers under Scheme 0007/Contractor Central can be engaged in two ways:

- Pay as You Go (PAYG) – payroll providers will be withholding tax, covering workers compensation, and making superannuation contributions on behalf of the worker.
- ABN/Pty LTD Company Structure – please note Sole Trader ABN structure is not supported by the 0007 scheme.

Fee Structure (as of April 2024)

Type	PAYG (on agency's payroll)	PTY LTD (via ABN)
Agency fee	3.14%	3.14%
Workers Comp Cover	1% most categories, category D - 8%	No charge - but limited company required to maintain workers compensation insurance policy
Superannuation	11% (deducted from total daily/hourly rate and contributed to super fund)	N/A – the limited company is responsible for making the appropriate contributions
Professional Indemnity	Not required, covered by the agency	Agency Dependant, some cover this for All workers
Public Liability	Not required, covered by the agency	Agency Dependant, some cover this for All workers

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5.2 Payment of Agency Staff, Sole Traders/Independent Contractor Arrangements/Timesheets

The agency staff, sole traders/independent contractor arrangements will need to submit their timesheets by 9am Monday for the previous week. Timesheets for all workers under the requesting managers direct management must be approved weekly on Mondays by 12pm. Automated reminders will be received.

Once timesheet approved invoices are created within FieldGlass, NSW Health pays the relevant agency/supplier, and the relevant agency/supplier will pay the contingent worker.

5.3 Extending an Agency Staff, Sole Traders/Independent Contractor Arrangements

The requesting manager will get reminders of expiring workers/work order from FieldGlass and from the Contractor Central team. Revisions need to be actioned in FieldGlass prior to work order expiry dates to ensure workers can continue their assignments.

5.4 Removal of Agency Staff, Sole Traders/Independent Contractor Arrangements from StaffLink

Close workers/work orders at the end of the assignment and complete any action items flagged by the system needs to be completed in FieldGlass. Will be required to use the drop down reason code and complete contingent worker evaluation (yes/no question).

To remove a Contingent Worker from StaffLink a separation form will need to be completed when logged into StaffLink:

- NSW Health Employee Self Service > Separation; or
- NSW Health Manager Self Service > Electronic Forms > Separation.

Note: For more information on how to submit a Separation for a Contingent Worker contact SESLHD Local Roster Administrator team at SESLHD-LocalRosterAdministrator@health.nsw.gov.au or 9382 3320.

5.5 Documentation

The following documents are required prior to an agency staff, sole trader/independent contractor arrangements commencing work and are to be provided to the supplier/agency:

- [Identification Checklist for consent to undertake a National Police Check \(NPC\)](#)
- [National Police Check Consent Form](#)
- Employment Screening: National Police Check (current within three (3) years with a statutory declaration confirming no changes since check conducted) and/or a Working with Children Clearance from the Office of the Children's Guardian (if applicable to the position)
- [NSW Ministry of Health Policy – PD2015 049 NSW Health Code of Conduct](#) - signed Code of Conduct (final page only required)

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- Evidence of visa work rights (if applicable)

Please note: some positions may require additional documentation (e.g. clinical positions that require staff to be fully vaccinated/immunised). These documents will need to be provided to the supplier agency who will provide to Staff Health for assessment.

6. DOCUMENTATION

- [Create a Position in StaffLink Form](#)
- [Creating a Contingent Worker in StaffLink](#)
- Contingent Workers via [SARA Knowledge Articles](#)
- Code of Conduct form accessed via [NSW Ministry of Health Policy – PD2015_049 NSW Health Code of Conduct](#)
- Separation Form (accessed via StaffLink)
- Contractor Central/FieldGlass User Guides (accessed via FieldGlass)

7. AUDIT

Requests from LHD managers to load contingent workers onto StaffLink will be assessed to determine if they meet the requirements for this procedure. The Workforce Transactions/Position Maintenance team will ensure the procedure is complied with.

Comparison of data with the District Finance non-payroll FTE report to ensure all reported via that means from facilities/directorates matches the data in Contractor Central/FieldGlass.

8. REFERENCES

- [NSW Ministry of Health Policy PD2023_024 - Recruitment and Selection of Staff to the NSW Health Service](#)
- [NSW Ministry of Health Policy PD2019_003 - Working with Children Checks and Other Police Checks](#)
- [NSW Ministry of Health Policy PD2015_049 - NSW Health Code of Conduct](#)
- [Contingent Workforce Scheme SCM0007](#)
- [Contractor Central Process Maps \(full process\)](#)
 - [Total Resource Solutions](#)
 - [Talent](#)

9. VERSION AND APPROVAL HISTORY

Date	Version	Author and approval notes
September 2015	0	Kelly Crawford, A/Manager Recruitment and Workforce Transaction Services, SESLHD. Endorsed by the A/Director Workforce Services for Draft for Comment.
November 2015	1	Approved by DET for publishing

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April 2016	2	Level of Evidence updated to reflect District accreditation to be against National Standards (not EquiP). Minor change approved by Director Workforce.
September 2016	2	References updated in sections 3.1 and 3.2 and reference links updated.
August 2017	3	Policy reference update. Approval process updated following approval from DET
September 2017	3	Approved by Director Workforce Services. Minor Review – Processed by Executive Services prior to publishing
November 2017	4	Policy reference and department names updated
March 2019	5	Minor review, approved by Director Workforce Services. Policy reference and links updated for employment screening. Processed by Executive Services prior to publishing.
September 2019	6	Minor review included updating the brief template to the current brief template layout and adding a link to the approved government agencies. Approved by Executive Sponsor. Processed by Executive Services prior to publishing.
July 2020	7	Minor review, approved by Director People and Culture Update to contact points, updated from Workforce Services to People and Culture and included Defence Force Staff.
July 2020	7	Processed by Executive Services prior to publishing.
March 2022	8	Update to contact points, updated from Human Resources Advisory Services to People and Culture Business Partners and Recruitment and Workforce Transactions team to People Assist Hub
April 2022	8	Approved by Executive Sponsor. Published by SESLHD Policy..
28 June 2024	9.0	Major review: update following implementation of Contractor Central. Process, policy links, title and contact points updated. Approved by SESLHD Executive Meeting.

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Appendix 1: General Overview of Contingent Worker Process

